

CSC Adopted: October 2001 , CSC Revised: _____**Class Title: Manager of Visitor Services****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Assists in overseeing the operations of an education and entertainment science center. Ensures quality service is being offered and maintained to enhance visitor's experience.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

| Physical Strength Code | | ESSENTIAL FUNCTIONS |
|---------------------------|---|--|
| 1 | L | Leads staff development by directing daily meetings, providing assessments, reviewing staff performance regarding guests, developing and implementing training programs, and researching comparative venues and evaluating effectiveness of implementing similar programs. |
| 2 | S | Coordinates daily operations by reviewing events with staff, reviewing and planning for special programs, and discussing needs to ensure all areas are appropriately staffed and prepared. |
| 3 | S | Maintains staff levels for visitor services by reviewing needs for gift shop, admissions, exhibits, and theater, performing in-house job fairs, and evaluating seasonal needs and hire or cutback as appropriate. |

CSC Adopted: October 2001 , CSC Revised: _____**CLASS REQUIREMENTS:**

| CLASS REQUIREMENTS | |
|--|---|
| Formal Education / Knowledge | Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent. |
| Experience | Two years experience in management. |
| Certifications and Other Requirements | N/A |
| Reading | Work requires the ability to read professional documents, request for proposals, reports from software programs, software manuals, general correspondences and memorandums and financial reports. |
| Math | Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division. |
| Writing | Work requires the ability to write request for proposals, general correspondences and memorandums. |
| Managerial | Managerial responsibilities include daily operations including staffing, guest needs, evaluating staff and hiring, evaluating special projects and preparation of staffing and materials, evaluating special projects or suggested plans of action. |
| Budget Responsibility | Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations. |
| Supervisory / Organizational Control | Work requires supervising and monitoring performance for a group of regular employees in a work unit, including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed. |
| Complexity | Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment. |
| Interpersonal / Human Relations Skills | Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives. |

CSC Adopted: October 2001 , CSC Revised: _____**OVERALL PHYSICAL STRENGTH DEMANDS:**

| Sedentary | Light X | Medium | Heavy | Very Heavy |
|---|---|---|--|---|
| S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time | L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree. | M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly. | H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly. | VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly. |

PHYSICAL DEMANDS:

| | | | | |
|--|--|--|--|----------------------------|
| C = Continuously 2/3 or more of the time. | F = Frequently From 1/3 to 2/3 of the time. | O = Occasionally Up to 1/3 of the time. | R = Rarely Less than 1 hour per week. | N = Never Never occurs. |
|--|--|--|--|----------------------------|

This is a description of the way the job is currently performed; it does not address the potential for accommodation.

| PHYSICAL DEMANDS | FREQUENCY CODE | DESCRIPTION |
|------------------|----------------|---|
| Standing | F | Making presentations |
| Sitting | F | Customer service, meetings with staff, use of copy or fax machine, filing, observation, supervision |
| Walking | F | Computer, desk work, meetings, interviews or hiring practices |
| Lifting | R | Inter-office, to/from office equipment, to/from meetings, to/from various departments |
| Carrying | R | Office supplies, gift shop supplies or stock, boxes, displays |
| Pushing/Pulling | R | Gift shop supplies, stock or displays and exhibits |
| Reaching | R | Office supplies, gift shop supplies or stock, boxes, displays and exhibits |
| Handling | R | Applications, staffing schedules, gift shop supplies or stock |
| Fine Dexterity | O | Computer keyboard, writing |
| Kneeling | R | When lifting gift shop supplies or stock |
| Crouching | R | When lifting gift shop supplies or stock |
| Crawling | N | |
| Bending | R | When lifting gift shop supplies or stock, customer assistance, filing |
| Twisting | N | |
| Climbing | R | Ladder or step stool |
| Balancing | R | On ladder or step stool |
| Vision | C | Computer, desk work, reading, writing, gift shop stocking of supplies, observations, supervision, customer assistance |
| Hearing | C | Telephone, co-workers, supervisor, human resource personnel, citizens and guests, meetings |
| Talking | C | Telephone, co-workers, supervisor, human resource personnel, citizens and guests, meetings |
| Foot Controls | N | |
| Other (specify) | N | |

CSC Adopted: **October 2001** , CSC Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer, laser or inkjet printer, copy machine, fax machine, telephone, Standard Windows and Office software, Vista ticketing software, RPRO Retail software

ENVIRONMENTAL FACTORS:

| | | | | |
|-----------|-------------------------------|--------------------------------|----------------|-----------|
| D = Daily | W = Several Times Per Week | M = Several Times Per Month | S = Seasonally | N = Never |
|-----------|-------------------------------|--------------------------------|----------------|-----------|

| HEALTH AND SAFETY | | ENVIRONMENTAL FACTORS | |
|--------------------------|---|---------------------------|---|
| Mechanical Hazards | N | Dirt and Dust | N |
| Chemical Hazards | N | Extreme Temperatures | N |
| Electrical Hazards | N | Noise and Vibration | N |
| Fire Hazards | N | Fumes and Odors | N |
| Explosives | N | Wetness/Humidity | N |
| Communicable Diseases | N | Darkness or Poor Lighting | N |
| Physical Danger or Abuse | N | | |
| Other (see 1 below) | N | | |

| PRIMARY WORK LOCATION | |
|-----------------------|----|
| Office Environment | X |
| Warehouse | -- |
| Shop | -- |
| Vehicle | -- |
| Outdoors | -- |
| Other (see 2 below) | X |

(1)

(2) Science Center/Museum

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

| | | | | |
|--|--|--|--|----------------------------|
| C = Continuously 2/3 or more of the time. | F = Frequently From 1/3 to 2/3 of the time. | O = Occasionally Up to 1/3 of the time. | R = Rarely Less than 1 hour per week. | N = Never Never occurs. |
|--|--|--|--|----------------------------|

| NON-PHYSICAL DEMANDS | |
|---|---|
| Time Pressures | F |
| Emergency Situations | N |
| Frequent Change of Tasks | F |
| Irregular Work Schedule/Overtime | F |
| Performing Multiple Tasks Simultaneously | F |
| Working Closely with Others as Part of a Team | F |
| Tedious or Exacting Work | O |
| Noisy/Distracting Environment | O |
| Other (see 3 below) | N |

(3)